



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
ACTION TRANSMITTAL

Control Number: 15-01

Effective Date: September 1, 2014

Issuance Date: August 18, 2014

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY / ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR, FIA

**RE: PROCEDURES FOR IMPLEMENTATION OF THE NEW ELECTRONIC
DISQUALIFIED RECIPIENT SYSTEM (eDRS) REGULATIONS**

PROGRAM AFFECTED: FOOD SUPPLEMENT PROGRAM (FSP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The Electronic Disqualified Recipient System (eDRS) is a United States Department of Agriculture, Food and Nutrition Service (USDA/FNS) nationwide database that tracks customers who have been disqualified from receiving Supplemental Nutrition Assistance Program (SNAP) benefits for violating SNAP rules.

Previously, FIA used a manual verification process whereby only authorized staff in the local departments of social services (LDSS) logged into the eDRS website and used the online query (OLQ) function to determine whether or not an applicant or recipient was subject to a disqualification penalty. Additionally, DHR's Office of the Inspector General (OIG) received a quarterly data file of national SNAP disqualifications directly from FNS. The disqualification information contained in the quarterly data file was subsequently communicated from OIG to LDSS offices throughout the state.

Recently, USDA/FNS passed new regulations which require states to check the eDRS on all applicants or recipients applying for or receiving SNAP benefits. These checks will now be automated via a built-in web services call interface between the Clients' Automated Resource and Eligibility System (CARES) and eDRS. CARES users with Update capabilities will now be able to initiate and/or view the eDRS web services call or corresponding interface results. CARES users with Inquiry only capabilities will now be able to view interface results. This Action Transmittal will discuss the CARES procedures required to successfully navigate the new automated interface between CARES and eDRS.

The new eDRS Web Services Call Interface and accompanying new CARES procedures outlined below are **not changing the existing procedures for the imposition of SNAP/FSP disqualifications nor the existing functionality on the DEM2 screen as it relates to entering disqualification information. Staff must still follow existing DHR verification and documentation procedures as well as any local department SOPs prior to any entry of a disqualification penalty.** Only the method by which DHR staff acquire the disqualification information is changing. These changes will be effective September 1, 2014.

CARES PROCEDURES:

1. CARES will automatically initiate the eDRS web services call interface from the **DEM1** screen when the **Enter** key is pressed for each:

- Applicant at the time of:
 - Application (Option O),
 - Add a Person (Option K), and
 - Add a Program (Option L)

Recipient at the time of:

- Redetermination (Option N),
- Reactivation (Option Y), and
- Reinstatement (Option M)

Note: eDRS will not be called for customers who are coded with the financial responsibility code of **non-member (NM)** on the **STAT** screen or customers who do not have a social security number on their **DEM1** screen.

2. An eDRS Web Services Call Interface can be *manually* initiated by a CARES user during an **Interim Change (Option "R")** by pressing the **PF14 key (shift PF2)** on the **DEM1** screen. Once the call has been manually initiated, the user will receive an informational message from **CARES** stating, **"EDRS MANUAL WEB SERVICE CALL INVOKED."**

CHANGE		CLIENT DEMOGRAPHIC 1 - DEM1		DEM1 01	
Month 05 23		xxxxxx 03 01 23			
Client Name XXXXXXXX		XXXXXXXXXX		CL ID xxxxxxxxx	
Statewide FIP Group T		TREATMENT			
CSB Notification Date:					
Client Ethnicity N		CIS Primary Race C		Race(s) C	
Alt SSN		SSN APPL		More DOB	
Name Referral		Date		SSN1 V SSNs (MM DD YYYY) V Sex	
		XXX XX XXXX CA		XX XX XXXX BC F	
----- Place of Birth -----		MD Mar Living V		Dest Boarder Amt Paid	
City		Res Stat Arrgmt		Migrant Num Meals for Meals	
Hospital		St Y S AH RR			
Concurrent		Parental V		Pregnant ----- Prenatal V	
Out of State		Status		Due Date V Unborn Num V Care	
CA FS MA				Eligible Expect	
N N N					
EDRS MANUAL WEB SERVICE CALL INVOKED					
Message					
14-EDRS 15-lett		20-CRS		23-alau	

- Once CARES receives the eDRS data for an individual, CARES will automatically populate the eDRS data to the new EDRS screen in CARES. This screen will verify that each FSP household member has passed through the eDRS web services verification process. The new **EDRS** screen will include a **PF1 key for Screen Level Help**.

EDRS Screen Detail

- Client Name - Last Name and First Name.
- Client ID – CARES Client ID.
- SSN – The individuals SSN.
- Request Date & Time – The Date and time the eDRS verification Search was sent to eDRS.
- Last eDRS access Date – Is the last date eDRS was accessed for the individual.
- Message - A message will show if no disqualification found for the individual.

eDRS Web Service Disqualification Details

- Last Name – The screen shows the disqualified recipient's Last Name.
- SSN – The screen shows the disqualified recipient's SSN.
- First Name – The screen shows the disqualified recipient's First Name.
- Sex – The screen shows the disqualified recipient's sex.
- State Ref Num – The screen shows the state's disqualification reference number.
- Penalty Period – The screen shows a value between 1 thru 99 and each value indicates the individual's penalty period for each disqualification.
- Loc. Code – The screen shows show the state's code that entered the disqualification.
- Birth Date – The screen shows the disqualified individual's birth date.
- Loc. Name – The screen shows the state's location name.
- State Code – The screen shows the state's abbreviation code.
- Disqual No – The screen shows if this disqualification is the individuals first, second or third disqualification period.
- Decision Date – The screen shows the date the state made the disqualification decision.
- Start Date – The screen shows the date the disqualification began.
- Offense Code – The screen shows a single identifier to indicate the type of offense that caused the disqualification.
- Offense Desc – The screen shows the offense code description.

eDRS Web Service Disqualification Contact Details

- Locality – The screen shows the name of the contact's location.
- Phone Ext - The screen shows the contact's phone extension.
- Title - The screen shows the contact's title.
- State Code - The screen shows the contact's state code.
- Last Name - The screen shows the contact's last name.
- Fax Num - The screen shows the contact's fax number.
- Org. Name - The screen shows the name of the contact's organization.
- Phone Num - The screen shows the contact's phone number.

For individuals who have no disqualification penalty through eDRS, the screen will show only Name, Client Identification, Social Security Number, Request Date and Time and the Last eDRS Access Date.

- The screen stores previous eDRS disqualification history for each individual.

- The **EDRS** screen can be accessed by pressing the **PF14** key from the **STAT**, **DEM2** and **ELIG** screens

INQUIRY				ASSISTANCE STATUS - STAT					STAT	
Month 05 23				xxxxxx 12 29 22					01	
AU ID xxxxxxxxxx		Prog FS		Prog Type C		Med Cvrgr Grp		GD Part		
DO 333		EW ID xxxxxxx		Conversion Date				Issuance Method BEBT		
React N		Two Parent		MOE Reason Codes				DHMH REF:		
AU AU Status		AU Stat		Appl Begin		Pd Thru 14 Day		---Penalty---		Appea
Stat Reasons		Date		Date		Date		Override Type End Date		CAP Ind
A		122922		122922		122922				N

First Last		Rel V	Finl	--Stat--	Rsn	Appl	Begin	Pd Thru	St	Penalty
Name Name			Resp	Date		Date	Date	Date	MA	Type Date
XXXXXXX XXX		SE BC	RE	A 122922		122922	122922			
XXXXXXX XXX		CH BC	RE	A 122922		122922	122922			

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CHANGE                               CLIENT DEMOGRAPHIC 2 - DEM2          DEM2 01
Month 05 23                          xxxxxx    03 01 23

Client Name XXXXXXXXX      X XXXXXXXXXXXX      Client ID xxxxxxxxxxxx

Citiz V  Student V  Striker  -----Penalties-----  ---Death---
      Status      Stat      Org Viol --Dec Date Type-- Del      Date State
   C   BC   FS   CS   N   AF
                        FS
                        ----- Disability/Incapacity -----
Disab/      GA      SW      Approval  Begin Date End Date  Loan Date  IAR Date
Incap  Type CTR  Coop Source (MM YY) (MM YY)  (MM YY)  (MM DD YY)  (MM DD YY)

Med Rev Treatmt Hlth -----PSH----- OTO Medical Entitle Joint Vet      POC
  Recd  part  V Insu Ind V  Date  Date      V Med A  SSI/FS Stat

Vote-Reg N Pres@Int Y TCA Ctr 005 TLEX-Rsn  MPEXE  DMVIOL
HMO  Mang Care  Insur Dropped  Premium OK  BUYIN  TPL  Liab

Message

14-EDRS 15-lett                      20-MOE HIST 22-TPL 23-alau 24-del

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INQUIRY		NON-FINANCIAL ELIGIBILITY RESULTS - ELIG				ELIG	
Month 05 23		xxxxxx 02 28 23				01	
AU ID xxxxxxxxxx		Prog FS	Prog Type S		Med Cvrgr Grp		
Confirm		Two Parent	MOE Reason Codes		DHMH Ref		
AU	AU Status	AU Stat	Appl	Begin	Pd Thru	---Penalty---	
Stat	Reasons	Date	Date	Date	Date	Type	End Date
P		090921	090921				

First	Last	Rel V	Finl	--Stat--	Rsn	Appl	Begin
Name	Name		Resp	Date		Date	Date
XXXXXX	XXX	SE		P 090921		090921	
XXXXX	XXX	CH		P 022823		090921	
							SYSAB
							NO
							NO
Message 14-EDRS 17-MO< 18-MO> 20-ABAWD							

When accessing the **EDRS** screen from the **DEM2** screen, the user will *not* be able to view the **EDRS** screen for other household member numbers (e.g., when the user is on **DEM2 02** the user can access only the **EDRS** screen for household member '02').

Quick Review of PF14 Key Functionality by Screen

- ❖ **DEM1 Screen** - Will allow manual initiation of the eDRS Web Services Call Interface during an **Interim Change (Option "R")**.
- ❖ **DEM2 Screen** – Will allow an individual household member's eDRS screen to be viewed.
- ❖ **STAT and ELIG Screens** – Will allow the user to navigate between and view the eDRS screens of all household members.

4. Potential Messages resulting from the eDRS Web Services Call Interface

- A. When a SNAP/FSP disqualification has been found, **CARES** will display **Soft Edit Error Message 1457** on the **ELIG** screen stating, **"EDRS DISQUALIFICATION PENALTY HAS BEEN FOUND. SECONDARY VERIFICATION REQ."** The **ELIG** screen will display the first and last name of the penalized individual(s) highlighted in yellow.

B. When the eDRS Web Services Call Interface has failed for one or more FSP household members, CARES will display **Soft Edit Error Message 1455** on the **ELIG** screen stating, “**EDRS INTERFACE UNSUCCESSFUL – TRY AGAIN.**” The **ELIG** screen will display the first and last name of the individual(s) in red.

***NOTE: Staff should make every reasonable effort to address a disqualification penalty or failed call interface prior to finalizing an Application or updating a Redetermination.**

- C. When the interface has been successfully completed for all household members, CARES will display an **informational message** on the **ELIG** screen stating, **"EDRS INTERFACE SUCCESSFUL."**

INQUIRY										NON-FINANCIAL ELIGIBILITY RESULTS - ELIG										ELIG	
Month 05 23										xxxxxx 03 24 23										01	
AU ID xxxxxxxxxx					Prog FS					Prog Type S					Med Cvrgr Grp						
Confirm					Two Parent					MOE Reason Codes					DHMH Ref						
AU		AU Status		AU Stat		Appl		Begin		Pd Thru		---Penalty---									
Stat		Reasons		Date		Date		Date		Date		Type		End Date							
P				032423		030123															
First		Last		Rel V		Finl		--Stat--		Rsn		Appl		Begin		Pd Thru		St Penalty		SYSAB	
Name		Name				Resp		Date				Date		Date		Date		MA Type		Date	
XXXXX		XXX		SE BC		PN		P		032423		030123								NO	
XXXXX		XXX		CH BC		PN		P		032423		030123								NO	
EDRS INTERFACE SUCCESSFUL																					
Message																					
14-EDRS 17-MO< 18-MO> 20-ABAWD																					

5. Available Reports in DataWatch (Detail Level and Summary Level)

- A monthly **'eDRS Disqualification Report'** is available in **DataWatch**. This detailed report lists individuals who were found to have an eDRS disqualification via the eDRS web services call interface. The report displays the LDSS offices first and then a District Office (DO) breakdown for those jurisdictions with multiple DOs. The end of the report displays the total number of disqualifications statewide.

SGXYQ3PR		MARYLAND DEPARTMENT OF HUMAN RESOURCES						AS OF DATE: 03/31/23			
		CLIENTS' AUTOMATED RESOURCE AND ELIGIBILITY SYSTEM						RUN DATE: 03/31/23			
		EDRS STATE WIDE DISQUALIFICATION REPORT - MARCH, 2023						PAGE: 1			
LDSS: 01 ALLEGANY COUNTY											
DO: 010 ALLEGANY LDSS											
SUPERVISOR ID	CLIENT FIRST NAME	CLIENT LAST NAME	IRN	SSN	AS NUM	APPL TYPE	WORKER	EDRS CALL DATE	ST NAME	PLTY TYPE	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
LDSS: 02 ANNE ARUNDEL COUNTY											
DO: 020 ANNAPOLIS OFFICE											
SUPERVISOR ID	CLIENT FIRST NAME	CLIENT LAST NAME	IRN	SSN	AS NUM	APPL TYPE	WORKER	EDRS CALL DATE	ST NAME	PLTY TYPE	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	
XXXXXX	XXXX	XXXXXX	XXXXXXXXXX	XXX-XX-2329	XXXXXXXXXX	IC	XXXXXX	03/24/2023 00:05	VA	97	

SGXYQ3PR	MARYLAND DEPARTMENT OF HUMAN RESOURCES				AS OF DATE: 03/31/23
	CLIENTS' AUTOMATED RESOURCE AND ELIGIBILITY SYSTEM				RUN DATE: 03/31/23
EDRS STATE WIDE DISQUALIFICATION SUMMARY REPORT - MARCH, 2023					PAGE: 3
LDSS NAME	LDSS ID	DO NAME	DO NUM	TOTAL NO. OF DISQUAL	
ALLEGANY COUNTY	01	ALLEGANY LDSS	010	3	
ANNE ARUNDEL COUNTY	02	ANNAPOLIS OFFICE	020	4	
		GLEN BURNIE OFFICE	021	4	
HOWARD COUNTY	13	HOWARD COUNTY LHD	139	1	
		HOWARD LDSS	130	5	
KENT COUNTY	14	KENT LDSS	140	12	
MONTGOMERY COUNTY	15	MONTGOMERY CO. LHD	159	4	
		GERMANTOWN SEU	158	5	
TALBOT COUNTY	20	TALBOT COUNTY LHD	209	7	
		TALBOT LDSS	200	2	
WORCESTER COUNTY DSS	23	WORCESTER LDSS	230	6	
FREDERICK COUNTY	10	FREDERICK LDSS	100	4	
PRINCE GEORGE'S CTY	16	CENTER POINT	165	6	
		LANDOVER OFFICE	161	17	
STATE TOTAL				80	
E-N-D O-F R-E-P-O-R-T					

- A monthly '**eDRS Web Service Call Report**' is likewise available in **DataWatch**. This detailed report shows the number of calls made to the eDRS web service. The type of eDRS call is listed and shows if the call to eDRS was an **Automatic Call**, a **Manual Call** or a **Failed Call** and the number of calls for each category. The report additionally shows the number of calls with disqualification information and the number of calls with no disqualification information. This report similarly displays the LDSS offices first, a DO breakdown and then statewide totals.

SGXYQ2PR	MARYLAND DEPARTMENT OF HUMAN RESOURCES CLIENTS' AUTOMATED RESOURCE AND ELIGIBILITY SYSTEM EDRS WEB SERVICE CALL REPORT - MARCH, 2023						AS OF DATE: 03/31/23 RUN DATE: 03/31/23 PAGE: 1	
LDSS NAME	LDSS ID	DO NAME	DO NUM	AUTOMATIC CALL	MANUAL CALL	FAILED CALL	DISQUAL CALL	NO DISQUAL
FREDERICK COUNTY	10	DHR OFFICE	000	1	0	1	0	0
			*	1	0	1	0	0
ANNE ARUNDEL COUNTY	02	TALBOT LDSS	200	1	0	1	0	0
			*	1	0	1	0	0
HOWARD COUNTY	13	HOWARD COUNTY LHD HOWARD LDSS	139	2	0	2	0	0
			130	1	0	1	0	0
			*	3	0	3	0	0
STATE TOTAL				5	0	5	0	0
E-N-D O-F R-E-P-O-R-T								

ACTION DUE: Implement the above procedures September 1, 2014.

INQUIRIES: Please direct FSP policy questions to Jeffrey Peterson at (410) 767-7889 or jeffrey.peterson1@maryland.gov and CARES questions to Randy E. Graybeal at (410) 767-7683 or randy.graybeal@maryland.gov

- c: DHR Executive Staff
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